Massachusetts Department of Transportation
Registry of Motor Vehicles Division

Inspection and Maintenance Program
Implementation Update

September 11, 2017

Overview

- New inspection vendor contract with Applus Technologies that the Board authorized in 2016 goes into effect October 1st
- Highlights of new features for license inspection stations and inspectors
- Reminder that motorists should not see any change in having their vehicles inspected
  - RMV and DEP have not changed safety or emissions requirements for a vehicle to pass
  - Fee for the inspection remains the same $35
  - All current licensed inspection stations have signed up for new program to ensure motorist convenience

Massachusetts Inspection and Maintenance Program – Safety and Emissions Inspections for Vehicles

MassDOT/RMV and the MassDEP administer Inspection and Maintenance (I&M) Program which is a key part of the Commonwealth's plan to achieve and maintain clean air and to promote motor vehicle safety by conducting annual safety and emissions testing

MassDEP has environmental oversight of the program

MassDOT/RMV has administrative oversight of the program

- Licensing, oversight and enforcement of inspection stations and program inspectors

The Commonwealth utilizes a vendor to implement and manage the inspection program at stations across the state

- The current contract with Parsons Technologies that has been in place for eight years will expire on September 30, 2017

Contract Summary

In October 2016, the Board authorized the Secretary to execute on behalf of the RMV a 5-year contract with Applus Technologies

- Contract allows for three, 1-year renewal options

Contract value

- Initial 5-year award is $29,084,000
- Contract costs are paid from revenue generated by $35 inspection fee

Other cost features:

Cost of the new basic light duty workstations to be paid by inspection station is $5,810 or $6,810 for a heavy duty workstation for commercial vehicle inspections

- Includes cost for new fraud deterrent and detection features with 5 cameras per inspection bay, an enhanced sticker technology as well as rugged wireless equipment, robust cabinet and an additional printer

Distribution of Funds

The fee motorists pay for an inspection is not increasing from $35

- Fee last increased on July 1, 2014

Contract payments made from revenue received from inspection fees deposited into Motor Vehicle Safety Inspection Trust Fund

Inspection Station collects:	$35 for the test
Inspection Station keeps:	$23.50
Commonwealth pays Applus:	$1.343*
Commonwealth retains:	$10.157

After 4.4M inspections conducted, vendor fee is reduced to .43 per inspection.

* A decrease in vendor fee of $.557 over previous contract

Improvements to the IM Program

The program is significantly enhanced utilizing the latest technologies, state of the art equipment and best industry practices including:

- Wireless Testing Equipment
- Robust workstations that include 2 printers
- Improved sticker technology to prevent fraud
- Tablets for field staff

New program also includes 5 cameras in each inspection bay

- 3 video wall mounted, 1 workstation mounted, 1 handheld
- Handheld camera used to take 4 mandatory pictures prior to all inspections- front license plate, rear license plate, VIN plate and odometer
  - It can also be used to capture and support safety defects on vehicle, i.e. body rot, windshield cracks, etc.

Cameras do not replace the role or judgement of the inspector

Use of Video Technology

Video footage will be stored securely

- Applus is responsible for storing and managing the video footage
- Applus is obligated to abide by all Massachusetts security laws and have a robust security system in place to assure the safe storage and protection of all of our data
- Applus must retain the footage for the life of the contract
  - It then becomes the property of Massachusetts and maintained in accordance with State Record Retention laws

Primary purposes of introducing this new industry standard:

- Help respond to consumer complaints
  - Allows the review of the entire inspection if a customer submits a question pertaining to their car's inspection.
- Prevent unlicensed persons from conducting
  - Video and cameras will allow full view of the person who actually performs the inspection.
- New way to conduct current covert auditing requirement
  - Applus contractually obligated to perform covert audits, including a "visual" inspection
  - Cameras eliminate the need and cost of current in-person visual covert audits

Implementation-Getting the Industry Ready

There are 1762 licensed inspection stations in Massachusetts

- This includes stations open to the public and licensed fleet inspection stations
- Network of licensed inspection stations consists of car dealerships, garages and repair shops, gas stations
  - ➢ This industry provides a convenient, reliable network for customers to complete their inspection requirement

There are 7,502 licensed inspectors in Massachusetts

- The number of licensed inspectors includes individuals who are not actively conducting inspections

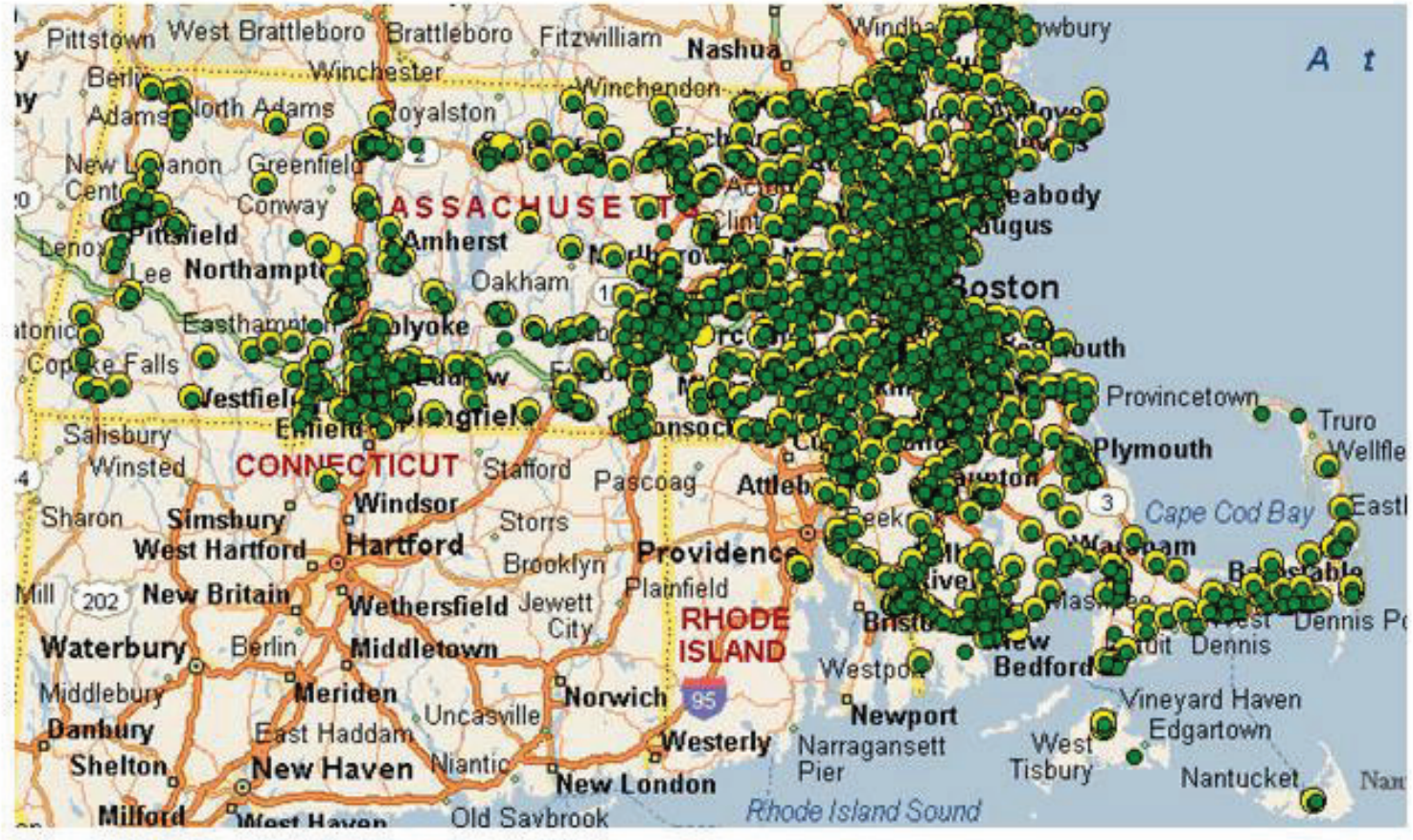
Every station and inspector needs to register online to participate in the Mass17 Vehicle Check Program

- Stations also need to complete a Station Participation Agreement (SPA) with Applus
- Once the SPA is signed and approved, the station can order the new workstation

State-Wide Geographic view of Licensed Stations

MASS17 – Licensed Inspection Station Vs. Workstation Orders Placed

Green = Licensed Stations Yellow = Orders Placed



Implementation-Getting the Industry Ready

09/01/2017	Public & Fleet		Public		Fleet		Motorcycle	
Metric	Total	Complete %	Total	Complete %	Total	Complete %	Total	Complete %
Total Inspection Stations	1,762		1,615		147		179	
Stations Registered	1,771	100.5%	1,624	100.6%	147	100.0%	179	100.0%
SPAs Completed	1,766	100.2%	1,628	100.8%	138	93.9%		
Orders Placed	1,768	100.3%	1,625	100.6%	143	97.3%		
Site Assessments Completed	1,744	99.0%	1,619	100.2%	125	85.0%		
Workstations Built	1,751							
Workstations Delivered	911	51.7%	911	56.4%	0	0.0%		
Installations Scheduled	0	0.0%	0	0.0%	0	0.0%		
Installations Completed	0	0.0%	0	0.0%	0	0.0%		
Installations Incomplete	0	0.0%	0	0.0%	0	0.0%		

MASS17 Inspector Orientation Metrics

Metric	Total	Complete %
Inspectors	7,502	
Inspectors Registered	5,286	70.5%
Inspector Orientation Scheduled	4,400	58.7%
Inspector Orientation Completed	2,181	29.1%
Stations With At Least One Inspector Orientation	858	48.7%

Getting the Industry Ready-Inspectors receive hands on training

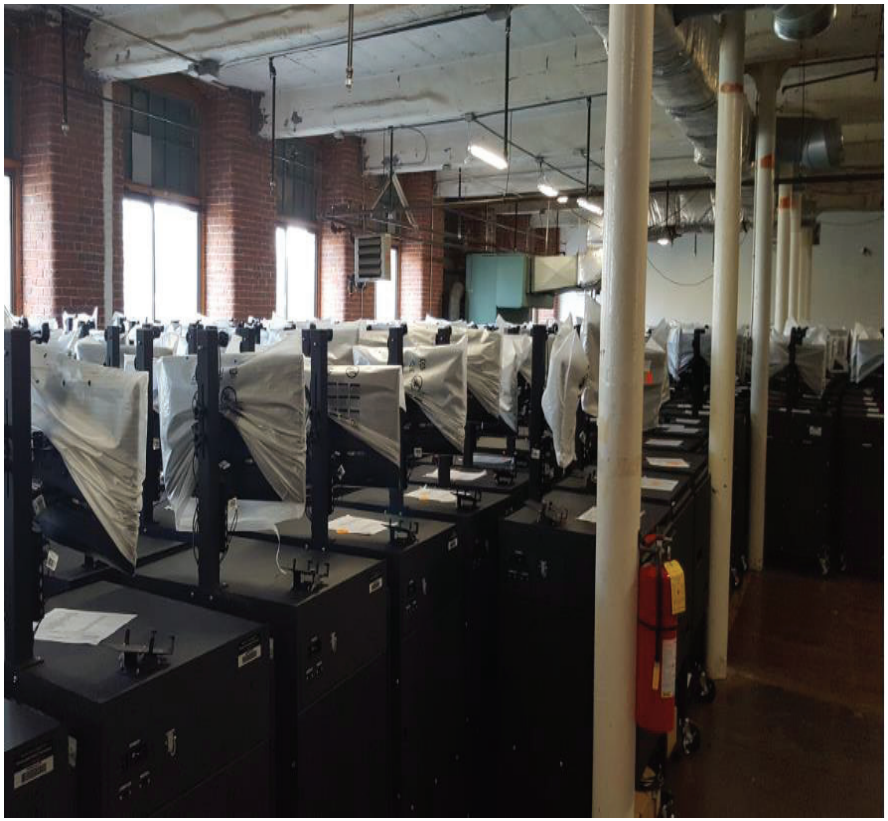
Stations are required to send inspectors to a mandatory, free orientation session

- Orientation sessions began the week of 8/14/17
- Only 1 licensed inspector per station is required to attend for the station to begin inspections on October 1st
- A “train the trainer approach” as well as an online option also are used
- Only newly licensed inspectors that have not done inspections have to pay a training cost ($150) that is the same as current program

Final Work Station Delivery

Understanding Workstation Delivery:

- Applus working to target of 150 units per day for delivery with capacity to to meet and exceed that pace
- Each phase of the rollout process is initiated in the western part of the Commonwealth, where drive distances and times are a major factor
- Workstation delivery process is evaluated and changes will be made to ensure process is as efficient as possible
- As deliveries move east, the numbers will begin to pick up, even taking traffic into consideration, due to the density of stations
- If the schedule were to fall too far behind, they have the capability of adding trucks and personnel at any given time to complete the process



APPLUS Implementation Strategy

- Applus has never missed an implementation date
  - Their experience and agility to adapt to any situation has allowed them a perfect history hitting program start-up dates

- Close monitoring:
  - They closely monitor not only the metrics, but the experience gained while performing site assessments and delivering equipment
  - The information is used to make adjustments to ensure maximizing efficiencies depending on the situation and circumstances
- Use an agile approach:
  - While delivering to stations in eastern Mass, they retooled some processes to make equipment installations go much smoother
  - This, in turn, resulted in the need to change some of their steps related to equipment builds and deliveries

What Consumers Should Expect from the New Program

There have been no changes to the requirements for vehicles to pass a safety or combined safety/emissions inspection

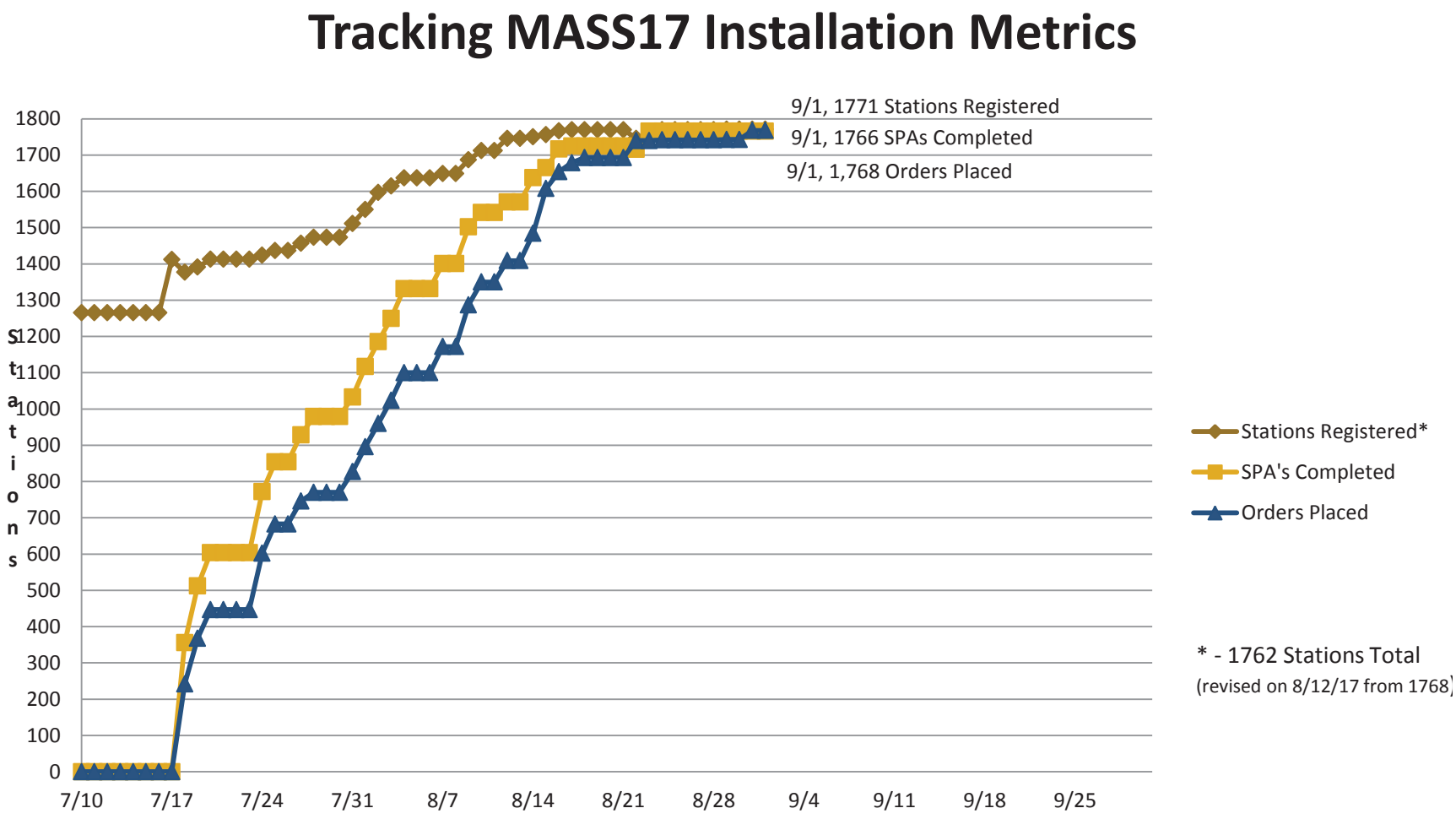
- By working to get the current stations up and running by October 1st, customers will continue to have the same convenience to choose where to get their vehicle inspected

For more information about the program, customers may visit the Massachusetts Vehicle Check website at:

http://massvehiclecheck.state.ma.us/index.html

APPENDICES

Implementation Status as of September 1, 2017



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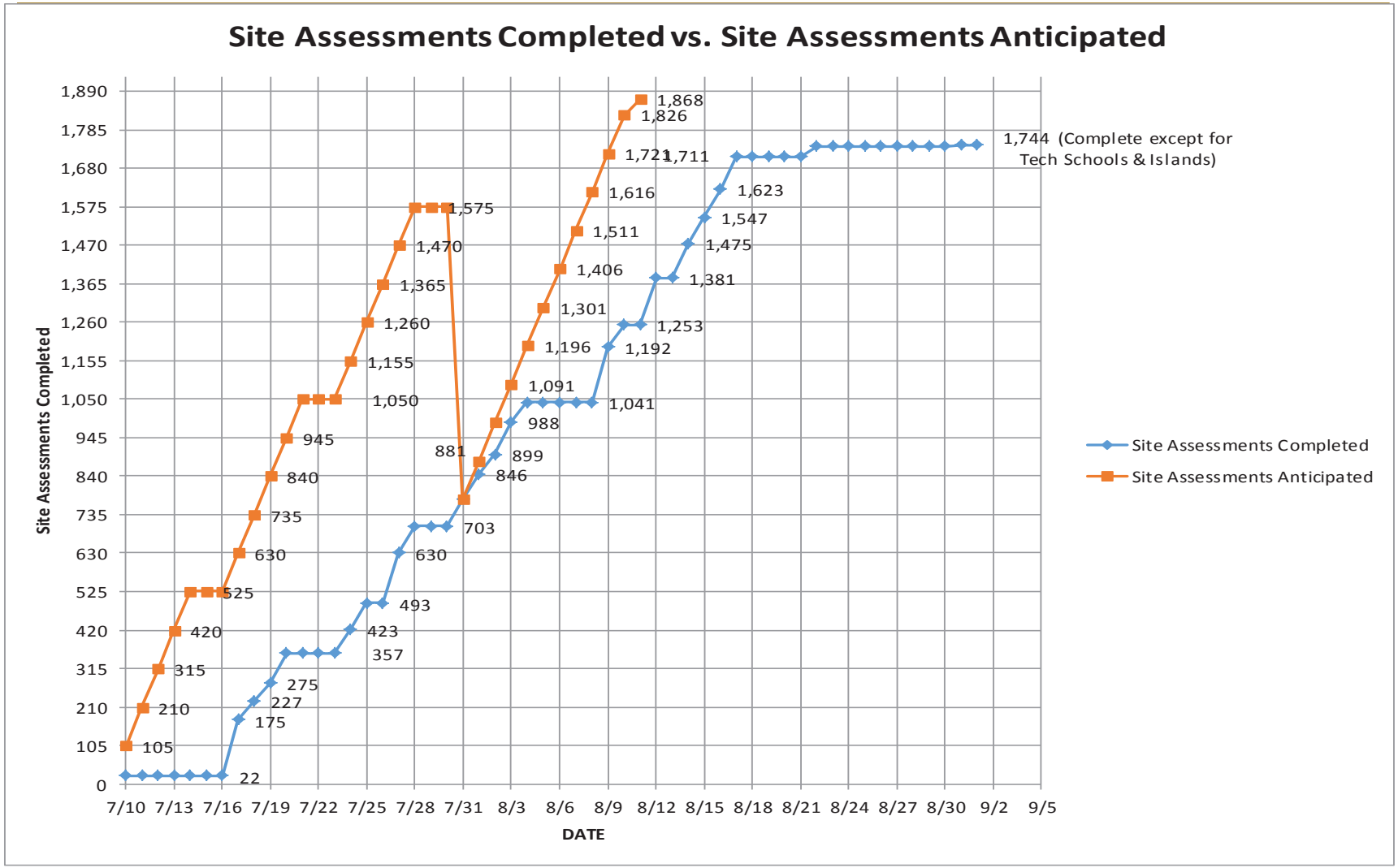

Implementation

Workstation Delivery as of 9/1/17